Table of Content

• Install Cisco Jabber
• How to login
• Hub Window
• Configure Phone Services
• Set-up Phone Accessories
• Select calling devices
• Contacts
• Place a call
• Troubleshooting
• More informations
• Support
Install Cisco Jabber

For UNOG Computer
Cisco Jabber is available in Software Center

1. Search for Software Center on your computer
2. In application list, select Cisco Jabber and install it

On Mobile devices
Jabber is available on Android and IOS (Phones and Tablets)

1. Search for Cisco Jabber on Play Store / App store or click the link

On Personal Computer
Cisco Jabber is available here (Windows and MAC)
Cisco Jabber on United Nations Sharepoint (Use UniteID)
How to Login

Service Discovery

The service discovery screen is used to connect to UNOG infrastructure.

Use the following format to connect:

**PCLogin@unog.ch**

Password

Once you are connected, Cisco Jabber will prompt for password.

Use your PC Password

Note:
Do not use @un.org email at this stage
Cisco Jabber is intuitive and easy to navigate.
Configure Phone services

To configure phone services:

You can change credentials used by phone services. This maybe required if you change your PC Password.

- From Cisco Jabber, click the gear icon, choose File > Options

- In Account tab, enter PCLogin and PCPassword for each service
Set up Phone Accessories

To use your computer for calls in Jabber:

You can change which microphone and speakers are used by the client when you have at least one phone accessory for call control.

• From Cisco Jabber, click the gear icon, choose File > Options

• Select the speakers and microphone that you want the client to use to send and receive your audio. You can also test the sound to check that it is working.
Select Calling Devices

To use your computer for calls in Jabber:

- Click on the Phone Services icon in the lower left of the Jabber Window:
- Hover your mouse over Use my computer for calls, then select Use my computer for calls.

To use your desk phone for calls in Jabber:

- Click on the Phone Services icon.
- Hover your mouse over Use my desk phone for calls, then select the desired phone.
Contacts

You can add people to your contact list by searching for them in Cisco Jabber. Once they are part of your contact list, you can easily double-click on their names to start a phone call or a chat. Contacts are shared across all platforms (PC & Mobile devices)

- From Cisco Jabber, click the gear icon , choose File > New > Contact.

- Start typing the person’s name to search the directory, or enter the username directly if you know it.

- Choose the Add to: drop-down list and select the group to assign the new contact to a group and click Add.

Tips: You can also add contacts outside the organisation by choosing File > New > Custom Contact
Place a call

Using directory
In search bar, type the name of the person you want to reach

Using Phone number
In the search bar, type the number in one of the following format:
• Extension (ie 7XXXX)
• International (ie +41 for Switzerland, +33 for France)
• Tie Line (ie 2669XXXX)

Note that you must add a leading 0 if you do not use international format (ie 0022XXXX to reach Geneva)

Using Chat window
When you are in a chat window, you can call your contact by clicking on call icon
Troubleshooting

Reset Cisco Jabber:

Under certain Circumstances, you may have to reset Cisco Jabber (i.e. Bad Jabber user id in service discovery).

- On sign-in page, click the gear icon, choose File > Reset Cisco Jabber
- Restart sign-in process

Switch audio during an active call:

If you have issue with audio during an active call, you can switch between audio devices.

- In the active call window, click on Audio icon (top right corner)
- Select the appropriate device
- If necessary, you can access audio and video options
You can find more information about Cisco Jabber and associated features by browsing Cisco Collaboration Help Center website:

https://help.webex.com/ld-n1uv5wq-CiscoJabber/Jabber#Getting-Started
You can raise ticket by choosing one of the following method

- Email: rtc-europe-servicedesk@un.org
- Phone: +22 917 33 33 (Ext. 33333)
- iNeed Self-Service: https://ineedservice.un.org under Collaboration